



CAREER OPPORTUNITY

TEAM LEAD, PHOENIX YOUTH SHELTER FULL-TIME, PERMANENT

Since 1987, Phoenix has been dedicated to supporting youth and contributing to a vibrant community. Phoenix's ten locations in Halifax, N.S. provide a continuum of care for youth aged 11-24 and their families. Our team of caring professionals recognizes that each person who comes to us has individual needs as well as strengths. People are the leaders in their own lives; Phoenix is a leader in supporting them. To learn more about Phoenix visit our website: www.phoenixyouth.ca

Phoenix serves hundreds of youth who collectively offer great diversity to the organization. To better serve the youth we aim to reflect their diversity in our staff contingent.

Program: Phoenix Youth Shelter provides free, safe, emergency accommodations to youth ages 16-24. The Shelter supplies daily essentials (food, clothing, shelter, etc.) around the clock to youth who seek support. All residents have access to daily programming and are connected with a Key Worker who provides on-going guidance and support to help residents meet their identified goals.

The Team Lead is a member of the Senior Management Team and is responsible for the management and administration of case management and youth programming and provides training and direction to the Shelter's staff team. Direction and support is also provided by the Team Lead to the Nurse, the Housing Support Worker, and the Trusteeship Worker. The Team Lead is an integral player in agency referral and coordinated case management activities.

Reports to: Coordinator, Phoenix Youth Shelter

Compensation: A competitive salary, comprehensive group medical insurance plan, Employee and Family Assistance Program, RRSP contribution, three weeks of vacation in the first year and four in the second, generous sick leave, a generous paid holiday schedule, in-house trainings and professional development opportunities.

Hours of Work: 40 hours per week, typically Monday – Friday, 9 a.m. – 5 p.m., with some flexibility and occasional evening and weekend work. On-call rotation for a week at a time.

Start Date: May 1, 2018

Screening Requirements: This position is subject to a satisfactory criminal record check including a vulnerable sector search, child abuse register check and proof of education.

DUTIES AND RESPONSIBILITIES

- Ensure the program is congruent with Phoenix's vision and values.
- Work in accordance with Phoenix's policies, procedures and framework of practice.

TEAM LEADERSHIP

- Oversee and support the team in all case management, agency coordinated case management
- Advocate with community agencies on behalf of the program and its youth.
- Participate on Phoenix's Referral Committee in the referral process for youth and maintain strong key networks within the community.
- Responsible for ensuring that youth programming is developed, delivered and is monitored.
- Ensuring youth information sessions such as resident meetings, housing search, addictions, and other health related topics are provided.
- Meet with youth as required to discuss case management, re-accessing the shelter, and other issues related to youth support.
- Assume on-call responsibilities and follow prescribed procedures.
- Liaise with other agencies on behalf of the program and its youth
- Participate in community committees, projects or activities as appropriate.

MENTAL HEALTH

- Thorough working knowledge of adolescent mental health/mental illness.
- Understanding and application of effective strategies and interventions.
- Provide leadership, guidance and support to program staff.
- Provide supportive counselling and crisis intervention to youth in the shelter.

ADMINISTRATION

- Support all aspects of the program including strategic planning, program development and implementation, community development, human resources, service delivery, financial management, communication, and evaluation.
- Oversee staff scheduling, employee payroll submissions, staff time and benefits statistics, and wage line tracking ensuring program needs are being met.
- Assume the role and responsibilities of the coordinator when necessary.
- Responsible to oversee the Phoenix Youth Shelter's volunteer program.
- Conduct public educational presentations on behalf of Phoenix.
- Commit to Phoenix's development by participating in internal committees, projects, and activities.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER REQUIREMENTS

- Demonstrated skill using anti-oppressive practice (harm reduction, narrative practice, a client-directed approach and a social justice perspective).
- Demonstrated high level of understanding of youth development and the issues of homelessness.
- Demonstrated exceptional level of interpersonal, communication, youth service and organizational skills.
- Experience supervising employees, students and volunteers with demonstrated leadership, supervision skills and ability to develop an effective team.
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook and using the Internet.
- Physical ability to lift light loads, walk up and down stairs, and maintain a fairly active pace.
- Extensive knowledge of community resources, government funding, and the social service delivery system an asset.
- Strong understanding of facility management, security, and health and safety is an asset.

EDUCATION AND EXPERIENCE

- Bachelor of Social Work or equivalent.
- Registration or Candidacy for Registration, certification or membership of a related professional body (if applicable).
- A minimum of three years' experience working in a residential setting.
- A minimum of three years' experience in a supervisory role.
- Non-violent crisis intervention, suicide intervention, standard first aid and Phoenix medication dispensing training, food safety handling or a commitment to secure those requirements within six months of being hired.
- Experience working for a non-profit organization is an asset.

TO APPLY: *Please note that interviews may take place during the posting period.

Please forward a resume and a cover letter (in Word or as a PDF document) highlighting your experience as it relates to the outlined duties and responsibilities by noon A.S.T., Monday, April 23rd to:

Victoria MacLeod, Human Resources Manager
vmacleod@phoenixyouth.ca with the subject line "Team Lead"